



**Schedule**  
Contract GS-10F-0335S

**GENERAL SERVICES ADMINISTRATION  
FEDERAL SUPPLY SERVICE  
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**



**ALL WORLD  
LANGUAGES AND  
CULTURES, INC.**

*(dba Universal Highways, Inc.)*

*"Connect Your Business to the World"*

**SCHEDULE FOR LANGUAGE SERVICES, TRANSLATION, AND LANGUAGE TRAINING**

**Contract Number GS-10F-0335S**

**Federal Supply Group 738**

**Class 738-II**

**July 14, 2006 through July 13, 2011**

**Supplement No: May 8, 2008**

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# ALL WORLD LANGUAGES & CULTURES, INC.

(dba Universal Highways, Inc.)

## Contact Information

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**Business Size** ..... Small

**Business Certification** ..... Certified Minority Enterprise

## Contract Technical and Ordering Points of Contact

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## OUR MISSION

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The mission and purpose of All World Languages and Cultures, Inc. (AWLC) are to promote global understanding by providing high quality customized services: diversity education, cross-cultural seminars, international relocation training, teamwork facilitation and foreign language services to domestic and global organizations, educational institutions, government agencies and corporations.

## OUR SERVICES

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### 1. Language Services in More Than 50 languages

- **LANGUAGE INSTRUCTION** — AWLC offers foreign language instruction. The instruction consists of fast, fun, and easy conversational courses to equip your staff with the skills necessary to assist clients in a friendly manner. The courses are customized to meet the needs of the particular assignments. We do not teach about the language, we teach the language. We erase your fears, and help you to actually **speak** the language. We also infuse the target cultures in our instruction. Times and locations are your choice.
- **LANGUAGE TRANSLATION** — AWLC provides fast, accurate translations by highly qualified and committed translators and editors. Give us a document in any language, and we will give it back to you in the language(s) of your choice. We conduct proper, accurate, and reliable translations that reflect the content of the message in the English language. Documents that can be translated include business, legal, medical, technical documents, as well as software, manuals, web sites, flyers, patents, financial records, promotional materials, technical specifications, and others.
- **LANGUAGE INTERPRETING** — AWLC offers effective and reliable interpreting by experts who understand both the language and the culture of the parties. We offer interpreting services in a variety of languages to help your organization gain new clients whose mother languages are not English, or include dignitaries and other visitors whose languages skills may jeopardize communications among all parties.

### 2. Diversity Education and Training

AWLC is committed to meeting your organization's long-term challenges posed by the increasing diversity of its workforce and clientele. We will conduct a meticulous needs assessment, then design and provide customized training based upon your needs. Additionally, we develop strategies for following up the training and for maintaining the organization's long-term commitment to diversity. The levels of contribution to the tasks of each participant, as well as the resulting productivity are the true measures of success of diversity initiatives. That is why our diversity training concludes with an appropriate team-building facilitation activity.

### **3. Consulting: Creating and Managing an Organization's Diversity Advisory Council**

We understand that for diversity initiatives to be successful, there must be continuity and consistency. This comprehensive approach for creating a Diversity Advisory Council will include training the members of the Council on various issues including but not limited to:

- 1.) Understanding, valuing, and embracing cultural diversity in the workplace,
- 2.) Infusing diversity initiatives as a way to:
  - a.) Increase productivity,
  - b.) Improve communications,
  - c.) Increase organizational marketability,
  - d.) Retain and increase a larger and diverse clientele and supplier base.

### **4. Intercultural Communication Training and Cross-Cultural Education**

For companies sending workers overseas, or hiring foreign workers, the lack of knowledge and appreciation of the differences in cultural experiences can often lead to frustration and decreased productivity. AWLC develops keen strategies to prepare managers and employees to be more productive locally and across nations by identifying, examining, and using current cultural differences and values, communication styles, and non-verbal behaviors within your organization, as greater resources.

### **5. Team-Building Facilitation**

The power of teams is in increasing demand in every aspect of organizational life. We help organizations and their leaders empower each team member to perform to his/her highest potential. Our interactive and highly participatory workshops are designed to build teams and a sense of collaboration in any workforce, and reinforce the roles that trust, respect, and responsibility play in our personal effectiveness and our relationships with others. AWLC's ultimate goal is to create an environment where each individual's contribution is valued to the highest degree.

We easily accomplish this goal by using a group activity that:

- Reaches across all cultural boundaries,
- Fully delights and engages all participants, regardless of the group's size,
- Teaches participants respect, teamwork, collaboration, and responsibility
- Promotes tolerance and trust,
- Boosts cooperation and leadership skills in a fun and very enjoyable environment.

It's called "Yan-koloba," and is a team-building game whose roots reach back to the cultures of Africa.

### **6. Strategic Planning**

AWLC's goal in strategic planning is to help your organization determine where it currently is in terms of productivity and effectiveness, and help the management team develop strategies to get the organization where it needs to be in the coming year or more.

## **SERVICE DESCRIPTION AND GOVERNMENT PRICE LIST**

### **SIN 382-1 Translation Services**

AWLC provides fast, accurate translations by highly qualified and committed translators and editors. We are proud of our turn-around time, including rush jobs in all languages. We can complete translation services for a variety of written documents that can be translated, including business, legal, medical, technical documents, as well as software, manuals, web sites, flyers, patents, financial records, promotional materials, technical specifications, and others. We provide translations both ways — from the foreign language into English, and from English into the foreign language. To insure the utmost accuracy, each document is translated by one professional translator and proofread by another professional translator.

<b>Service/ Labor Category</b>	<b>Language</b>	<b>Government Rate</b>
<b>Translation</b>	Spanish	\$0.13 per word
	European	\$0.15
	Asian	\$0.21
	Middle Eastern	\$0.21
	African	\$0.21
<b>Editing/ Standard</b>	Spanish	\$40.50 per hour
	European	\$47.00
	Asian	\$63.00
	Middle Eastern	\$63.00
	African	\$63.00
<b>Editing/ Technical</b>	Spanish	\$47.00 per hour
	European	\$52.00
	Asian	\$73.00
	Middle Eastern	\$73.00
	African	\$73.00
<b>Layout</b>	All languages	\$40.50 per hour
<b>Desktop Publishing</b>	All languages	\$71.00 per hour
<b>Transcription</b>	Spanish	\$40.50 per hour
	All other languages	\$49.50

**VOLUME DISCOUNTS: 2% for more than 50,000 words. 3% for more than 100,000 words.**

## SIN 382-3 Language Training

AWLC's experienced Language Instructors — all well versed in Adult Experiential Learning Principles methodology — provide fun and customized instruction. We offer classes both on-site and off-site instruction, that can be private (one student), semi-private (2-3 students), and small groups (4 or more students).

Our clients choose us because we offer:

- **GREAT METHODOLOGY** — We train our learners to speak the language. We insist on communication. We do not teach about the language. We teach the language. We teach the culture.
- **FLEXIBLE SCHEDULING** — We schedule classes according to your work, travel and personal schedule.
- **FLEXIBLE LOCATION** — To provide the highest quality language and culture instruction, we come to your office or home, or you come to our facility. It's your choice.
- **CERTIFICATE OF COMPLETION** — A Certificate of Completion is issued to each participant at the conclusion of the classes.

Description of programs offered:

1. Customized Language Instruction
2. General Language Instruction
3. Basic Conversation: "LANGUAGEplus"

### 1. Customized Language Instruction

Our customized language instruction program is designed for professionals to increase their language abilities and to use those new abilities for their specific business needs. Our instructors are well versed in Adult Experiential Learning Principles methodology. Our instructional strategy emphasizes conversation and communication. We offer private, semi-private, small and large group classes. And Certificates of Completion are issued to each participant at the end of the classes.

Service/Labor Category	Enrollment Fee per Student (one time only)	Duration	Number of Students	Government Price	
				Hourly Rate per student	Total per student
Customized Language Instruction	\$50	30 hours of instruction over a 6-week period	1	\$51.00	\$1,530
			2-3	\$45.00	\$1,350
			4-6	\$40.50	\$1,215
			7-10	\$36.00	\$1,080

## 2. General Language Instruction

Our general language program is designed to help students learn and explore a language, in general. This program covers all the aspects of spoken and written language that would be used in business and social settings.

Service/Labor Category	Enrollment Fee per Student (one time only)	Duration	Number of Students	Government Price	
				Hourly Rate per student	Total per student
General Language Instruction	\$50	30 hours of instruction over a 6-week period	1	\$39.00	\$1,170
			2-3	\$20.00	\$600
			4-6	\$17.00	\$510
			7-10	\$15.00	\$450

## 3. Basic Conversation: LANGUAGEplus™ (Group Classes)

Easy, fast, and fun! This instruction is for groups. Foreign language learning has become a necessity for those who compete in either domestic or international markets. Our short program provides an introduction to a language using both conversational and interactive methods of teaching and learning. Students will learn to speak a language, as well as learn about the associated culture. They will learn basic communication skills to use instantly in real-life situations, both at work and during social occasions. Our experienced instructors have native or near-native proficiency. A Certificate of Completion will be issued to each participant at the conclusion of the program.

Service/Labor Category	Enrollment Fee per Student (one time only)	Duration	Number of Students	Government Price	
				Hourly Rate per student	Total per student
Basic Conversation "LANGUAGEplus"™	N/A	12 hours of instruction over a 6-week period	3-5	\$15.00	\$180
			6-9	\$12.00	\$144
			10-25	\$8.00	\$96



## LIST OF LANGUAGES

- **MAJOR EUROPEAN LANGUAGES** — Bosnian, Catalan, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, and Ukrainian
- **MAJOR ASIAN LANGUAGES** — Bengali, Cambodian, Chinese (Cantonese & Mandarin), Gujarati, Hindi, Japanese, Korean, Laotian, Malay, Punjabi, Tagalog, Telugu, Thai, Urdu, and Vietnamese
- **MAJOR MIDDLE EASTERN LANGUAGES** — Arabic, Armenian, Azerbaijani, Berber, Dari, Farsi, Hebrew, Pashto, Persian, and Turkish
- **MAJOR AFRICAN LANGUAGES** — Somali, Swahili, Wolof, and Yoruba

**NOTE:** Services for specific languages are subject to availability of interpreters and translators.

## CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):	382-1 (see page 6) 382-3 (see page 7)
1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the government price, based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession-affecting price. Those contracts that have unit prices based on the geographic location of the customer should show the range of the lowest price, and cite the areas to which the prices apply.	
1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.	
2. Maximum order	\$1,000,000
3. Minimum order	\$100
4. Geographic coverage (delivery area)	Domestic and Overseas
5. Point(s) of production (city, county, and state or foreign country)	Same as company address
6. Discount from list prices or statement of net price	Government net prices (discount already deducted)
7. Quantity discounts:	2% over 50,000 words, 3% over 100,000 words
8. Prompt payment terms	Minimum Net 30. Other: 1% 10 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold	Yes
9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold	Will accept over \$2,500
10. Foreign items (list items by country of origin)	None
11a. Time of delivery	Specified on the Task Order
11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery	Contact Contractor
11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery	Contact Contractor
11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery	Contact Contractor
12. F. O. B. point(s)	Destination
13a. Ordering address(es)	Same as company address
13b. Ordering procedures	For supplies and services, the ordering procedures information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es)	Same as company address
15. Warranty provision	Contractor's standard commercial warranty.
16. Export packing charges, if applicable	N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level)	Contact Contractor
18. Terms and conditions of rental, maintenance, and repair (if applicable)	N/A
19. Terms and conditions of installation (if applicable)	N/A

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